



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

subject: **ACTION:** Pay-off Initiative for Delinquencies

Date: **JUL 6 2004**

From: Administrator

Reply to
Attn. of:

To: Management Board

In my March 26, 2004 memo, I discussed looking at additional actions that we can take to address travel charge card delinquencies. After careful consideration, I approved a Pay-off Initiative for Delinquencies (PAID) related to travel charge cards. PAID will allow employees to pay off their delinquent debt without fear of discipline. I believe this will help reduce our delinquency by the end of this fiscal year.

PAID will run from **July 15 through September 15, 2004**. Employees with delinquent accounts over 60 days past due, including charged-off accounts, are eligible to participate. Employees will be allowed to pay off their debt regardless of how they incurred the delinquency. Please take immediate action, to notify your employees of their debt level (provided by the Office of Financial Management), the PAID timeframe, the maximum payment flexibility, and most importantly, the consequences for not taking advantage of this one-time opportunity.

To make this effort a success, I would like you to notify cardholders' first-level supervisors that they are responsible for ensuring that delinquent cardholders receive and read a copy of the attached employee letter template. They must ensure that cardholders fully understand the provisions of PAID, its timeframe, payment flexibilities and the consequences for non-payment. After the PAID timeframe is over, supervisors who neglect to take appropriate administrative action on cardholders who misuse their cards will also be subject to discipline. Attached is a list of questions and answers to assist in responding to employee concerns and issues related to PAID.

Consistent with this focused effort to resolve the travel charge card issue, you must appoint someone with sufficient authority to oversee PAID's day-to-day activity. The Office of Human Resource Management and Office of Financial Services are working collaboratively to help reduce our delinquency rate and to hold managers and employees accountable for travel charge card misuse.

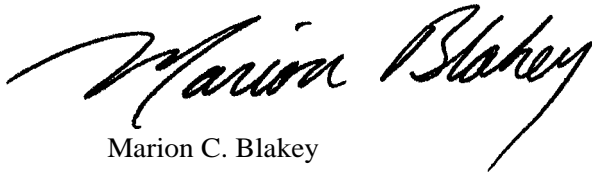
The Office of Financial Services has issued a separate notice to you regarding reporting requirements to the Department's Office of Financial Management on travel charge card delinquencies. This information is also used for the Department's quarterly Office of Management and Budget Travel Card Report.

Please encourage delinquent cardholders to seek assistance from our Employee Assistance Program (EAP). The EAP is a free, voluntary, and confidential service designed to help all of us effectively handle the challenges we might face. They may contact the EAP through their servicing Human Resource Management Division or call 1-800-234-1327, which is open 24/7.

I expect supervisors to hold all delinquent cardholders accountable. Specifically, supervisors must take immediate steps to pursue cardholders. AHR can provide assistance in taking appropriate disciplinary action when it is warranted.

To ensure sufficient publicity of the PAID, please augment the corporate campaign announcing the PAID initiative with a concentrated communication strategy within your respective organization.

I appreciate your support and commitment.

A handwritten signature in black ink, reading "Marion Blakey". The signature is fluid and cursive, with the first name "Marion" and last name "Blakey" clearly distinguishable.

Marion C. Blakey

Attachments

- (1) Delinquent Citibank Travel Card Account
- (2) PAID Questions and Answers